

PSC NO. 3 GAS  
St. Lawrence Gas Company, Inc.  
Initial Effective Date: 06/04/2004

Leaf: 179  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 2. General Rules, Regulations, Terms and Conditions: (Cont'd)

#### XI. Additional Terms and Conditions Applicable to Transportation Service (Cont'd)

##### O. Business Rules Generic to Aggregation and Large Volume Transportation Customers: (Cont'd)

###### 11. Dispute Resolution Process (Cont'd)

- c. If the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute, the complaining party (ies) may request a meeting(s) to discuss the matter further. The responding party (ies) must agree to such a meeting(s) to be held within fifteen (15) calendar days following the request.
- d. The parties may agree to use alternative dispute resolution techniques and mutually agreed-upon time frames that may differ from those defined in the dispute resolution process.
- e. If a resolution is not obtained within forty-five (45) calendar days after the initial complaint letter or the mutually agreed-upon time frame, either party may file the complaint with the New York State Public Service Commission for resolution.
- f. If the Marketer/Direct Customer or the company believes that special circumstances (such as an emergency involving public safety, system reliability or significant financial risk) exist that would require more expeditious resolution of a dispute or complaint than might be expected under the process described here, it may submit its complaint to the New York State Public Service Commission, with a copy provided to the other party (ies) involved in the dispute. The Department will respond to such a filing by:
  - i. expeditiously resolving the dispute; or
  - ii. advising that the standard dispute resolution process described above be followed.
- g. If a dispute involves the accuracy of invoiced charges, the invoiced charges must be paid, subject to refund with the applied interest (1.5% per month). This interest is only payable when associated with a finding of deficiency on the part of the party holding the funds determined to be due the other party.